

UNITED STATES PATENT AND TRADEMARK OFFICE  
**CERTIFICATE OF CORRECTION**

PATENT NO. : 7,260,597 B1  
APPLICATION NO. : 09/705478  
DATED : August 21, 2007  
INVENTOR(S) : Klaus Hofrichter et al.

Page 1 of 4

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

TITLE PAGE

Delete title page showing an illustrative figure and substitute the attached title page therefor.

IN THE DRAWINGS

Delete figure 1 and substitute the attached figure 1.

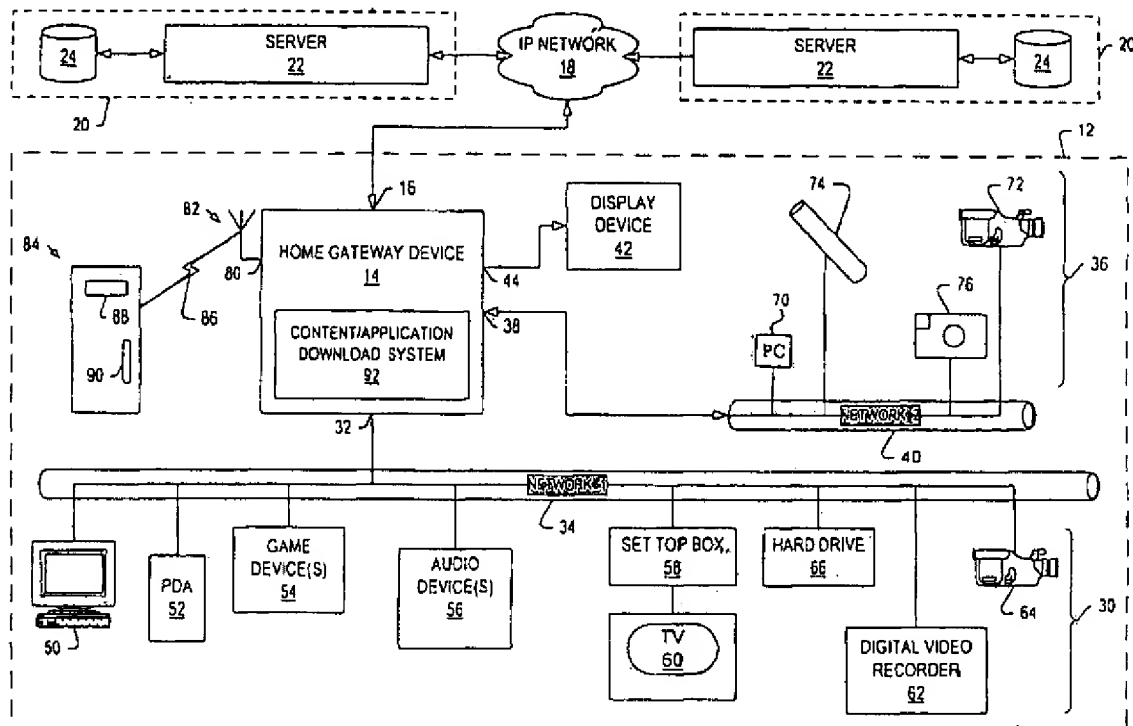


FIG. 1

Delete figure 3 and substitute figure 3 below therefor.

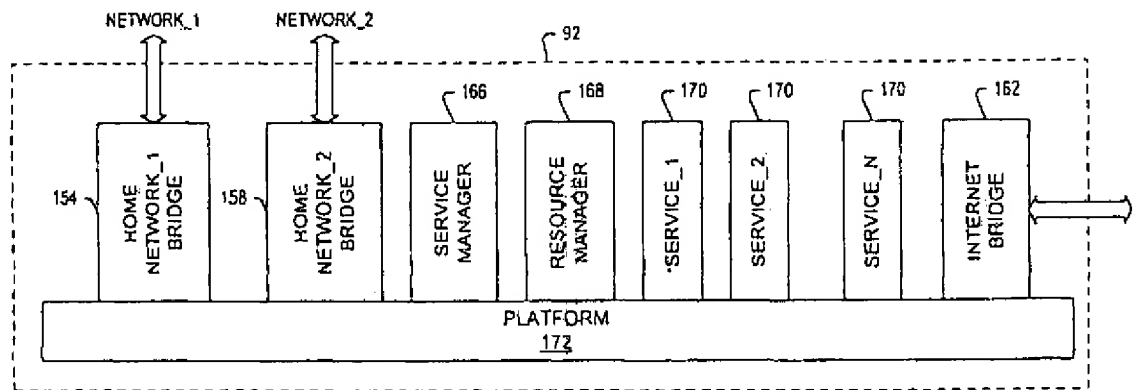


FIG. 3

Delete figure 10 and substitute figure 10 below therefor.

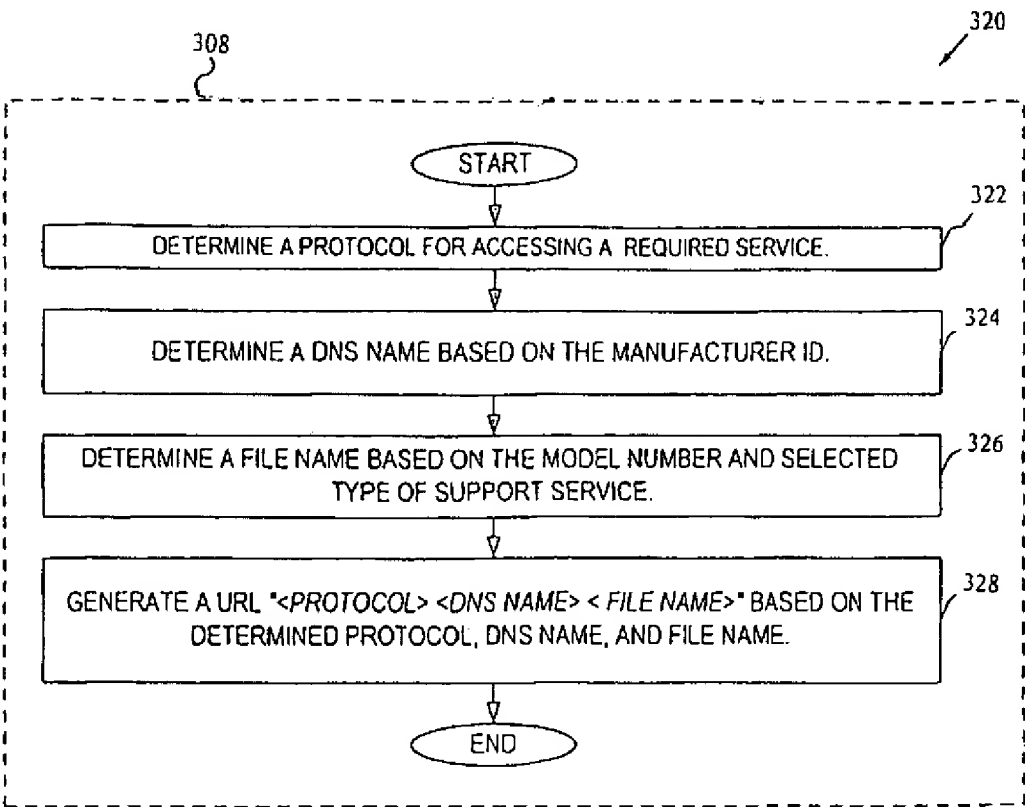
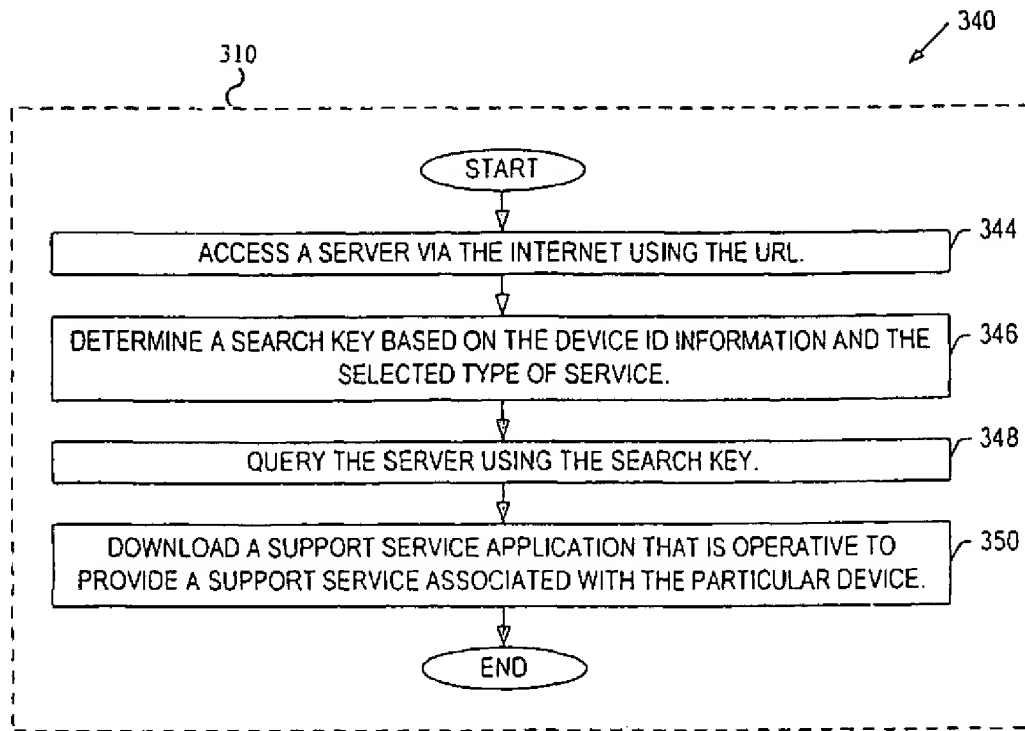


FIG. 10

Delete figure 11 and substitute figure 11 below therefor.



**FIG. 11**

Signed and Sealed this

Ninth Day of February, 2010

*David J. Kappos*

David J. Kappos  
Director of the United States Patent and Trademark Office

(12) **United States Patent**  
**Hofrichter et al.**

(10) **Patent No.:** **US 7,260,597 B1**  
(45) **Date of Patent:** **Aug. 21, 2007**

(54) **REMOTE MANUAL, MAINTENANCE, AND  
DIAGNOSTIC SERVICES FOR NETWORKED  
ELECTRONIC DEVICES**

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(\*) **Notice:** Subject to any disclaimer, the term of this  
patent is extended or adjusted under 35  
U.S.C. 154(b) by 665 days.

(21) **Appl. No.:** **09/705,478**

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**G06F 11/00** (2006.01)  
**G06F 17/30** (2006.01)

(52) **U.S. Cl.** ..... **709/200; 709/228; 707/10;**  
**707/101; 707/102; 714/46; 714/48**

(58) **Field of Classification Search** ..... **709/220;**  
**709/223, 224, 221, 222, 200, 208, 228; 345/705,**  
**345/714; 707/2, 102, 10, 229; 705/27, 29,**  
**705/34, 400; 715/843, 513; 702/184; 700/9;**  
**714/46, 31; 725/80, 82; 340/657, 292**  
See application file for complete search history.

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(57) **ABSTRACT**

A process is provided for identifying and managing support service applications associated with consumer electronic devices. The process is executed by a gateway device communicatively coupled with each of the electronic devices via a home network, the gateway device being operative to access the Internet and being communicatively coupled with a display unit. The process includes the steps of: determining device ID information associated with a selected one of the electronic devices for which a support service application is required; providing the device ID information to a selected server computing system via the Internet; downloading a support service application associated with the selected device from the selected server computing system; and executing the downloaded support service application at the gateway device to provide a remote interactive support service process for the selected device. The support service may include a remote interactive manual service providing educational instructions to a user of the home network system regarding operation of a selected device, a remote interactive maintenance/diagnostic service for instructing a home network system user in solving maintenance problems associated with a selected device, or a combination remote interactive manual/maintenance/diagnostic service.

**54 Claims, 8 Drawing Sheets**

